

Page #	Question : GNP-008-23 : Invitation to Bid for the appointment of a service provider to supply, maintain and support the Azure Integration Services, Microsoft Power APPs and Artificial Intelligence for the Azure Environment for a period 5 years	Response
Page 1	What is the scope for Power Apps and Artificial Intelligence	improves business outcomes
Page 10	"A bidder must have an Incident Management Support System / Help desk". How many number of SANParks users are expected to use proposed ITSM system. Any kind of features requirement. Can it be cloud based and hosted anywhere globally?	We are not procuring any ITSM solution from the bidder. We need evidence that you have an ITSM solution already in your environment. SANParks resources will not be accessing your system.
Page 12	Is there any specific format in which the reference letters are to be provided?	An official letter on a client's letterhead.
Page 17	Please confirm the number of new services to be developed and list all the existing services as well.	Existing BizTalk services have been provided in the annexure. New services will be developed on time and material basis as per the pricing schedule
Page 17	Please share the technology and data size of these applications.	This is a new setup.
Page 17	What are the applications running on Premise and on Cloud?	All the systems are in the private cloud hosted at Teraco.
Page 17	What are the SLA that the current service provider adhere to?	Please focus on the information described in the specification. Third party agreements have no material bearing on this bid. SLA with own terms will be entered into with the successful bidder.
Page 17	What is the current method for source code documentation and code versioning?	Bidders must use their own. Certain areas of the business use Git. We aim to standardise in future.
Page 18	Any expected target number of training per year with timeline ?	This is a backend integration services development. Training will be provided by the contracted vendors of the business systems.
Page 18	Please share details of current service provider's ticket data and team size.	The implementation of the Azure Integration Services is new. There is no preceding service provider.
Page 18	What amount of historical data to be migrated?	None
Page 18	We assume end user training can be provided using online tools, and may not require onsite presence, please confirm ?	Assumption is correct
Page 19	The table does not provide any profile needed for Power Apps and AI	Microsoft (Power Apps and AI Developer and Architect) profiles needed as well as Microsoft platform 1st & 2nd line helpdesk SLA support profiles
Page 19	Looking at estimated Hours, it seems that we need to provide more than 1 Architect and developers, is this understanding correct?	Yes
Page 19	Has SANParks estimated the amount of works and, wants vendor to adhere to his effort only to these given hours? Can we know the logic of effort estimation to drive this @60 hours per month.	Please quote as per the requested hours.
Page 19	Is it expected "1st & 2nd line helpdesk SLA support" will be available 24X7X365 ?	Availability requirements will depend on use cases of each dependent service. Please quote as per the provided hours.
Page 19	How many members are expected per shift for "1st & 2nd line helpdesk SLA support" in case of 24X7X365 support model?	Please quote as per the requested hours.
Page 19	Can we propose a team mix of Onsite and Offsite members?	There is no mandatory requirement for support resources to be onsite
Page 19	We have an offshore business unit specialized in this, is offshoring allowed here?	No
Page 19	From RFP it seems the SANParks is only looking for resumes, approach and rate for resources and vendor are not required to provide schedule, additional staff or estimation of work, please confirm.	Please respond as per the bid specification and the evaluation criteria requirements.
Generic	What are the licenses that SANParks currently holds?	Microsoft Enterprise Agreement
Generic	We assume all support needs to be provided in English language only	Yes
Generic	"To provide 1st and 2nd level support to SANParks team and contracted service providers." Does this mean L1 and L2 support?	Yes
Generic	What ITSM tool are you currently using for ticketing?	Heat. However, this might change. Note the bidder is expected to provide evidence of their own ITSM tools.
Generic	Do you want vendor to propose an ITSM tools as well, can we provide that as an extra cost?	ITSM tools are four your own internal call management. You need to show that you have an adequately structured support processes to efficiently support a SANParks.
Generic	What is estimated project migration date and transition?	Propose as part of your response.
Generic	What is the expected frequency of updates or additions to the services within the Azure Integration Services environment?	Unknown. Updates will be dependent on business needs.
Generic	Are there any specific security requirements or protocols that must be followed when configuring web services in Azure Integration Services?	Assume best practice consideration for this type of services as per the Microsoft Azure guidelines.
Generic	What are the critical security considerations when integrating with internal and external systems? Are there any compliance standards or protocols that must be adhered to?	Assume best practice consideration for this type of services as per the Microsoft Azure guidelines.
Generic	Could you clarify the expected response times and escalation processes for providing support to the SANParks team and contracted service providers?	Response times will be based on the profile and impact of the developed process/service.
Generic	Could you share more specific details about the workflows and interactions involved in the identified business processes that require analysis and development?	No. This is a time a material contract and is not aimed at specific business processes.
Generic	Are there any performance or scalability requirements for these processes?	Performance, reliability and scalability should be treated as a standard requirements in any technology development
Generic	Are there any existing support ticketing or incident management systems that we should integrate with for streamlined 1st and 2nd level support?	Heat. However, this might change.
Generic	Could you provide examples of typical support requests and their expected resolution times for both SANParks team and contracted service providers?	Service interruptions for users, environment downtime and service interruptions.